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Arun Estates join the TecLet revolution

OnTheMarket Software, part of the OnTheMarket Group, has signed an agreement with Arun Estates, one of the UK's largest estate agency groups, for the use of its TecLet platform.

Arun Estates, which operates from over 100 branches across London, the South East and the Isle of Wight, will begin using TecLet across its entire lettings business.

The platform provides landlords, tenants and guarantors with a fully interactive portal, keeping the business open and transacting 24/7 whilst ensuring 100% compliance.

Arun Estates, which trades as Douglas Allen, Cubitt & West, Pittis and Wards, was established in 1991 when Paul Rooney acquired the South East Region of Prudential Property Services. The Douglas Allen Spiro business was acquired in 1993.

In a fast-moving world where time is always of the essence and high levels of quality customer service are paramount, the customer-facing TecLet platform enables Arun Estates to provide its landlords and tenants with a seamless approach to the tenancy and onboarding process, including renewals and change of sharers.

Over 40% of interactions with the TecLet platform take place outside of normal business hours and over 80% of all client and customer journeys and actions being automated. This enables Arun Estates to provide its landlords and tenants with an even more personal service as its staff can concentrate on giving their customers the VIP treatment whilst the administration and compliance processes are taken care of by the TecLet platform.

TecLet's unique benefits include seamlessly integrating the various service providers chosen by Arun estates to manage aspects of the lettings process, including E-document Signing (Finch), Open Banking Referencing (Let Alliance) and an alternate deposit option (Flatfair) to name a few.

Jason Tebb, Chief Executive Officer of OnTheMarket, comments: "Here at OnTheMarket we are now more than just a portal and the continued sign ups to our software solutions are testament to how we are providing added value for our agents. We are delighted that Arun Estates has chosen our TecLet platform across its entire lettings business. Experience tells us that their business will gain significant benefits in terms of improved efficiency and productivity along with higher levels of customer service and increased API revenue generation.

OnTheMarket was created by agents to take control of their data and marketing costs. The combination of our portal and software services, provided through OnTheMarket Software, offers a unique solution for agents to take back control. Our shareholder agents continue to be the majority shareholders of OnTheMarket Group which includes our portal and software solutions, and we believe that many more agents will take advantage of this unique proposition."

Jason Bunning, Managing Director of Operations at Arun Estates comments: "We have a passion for delivering great customer service and making the moving process as stress free as possible. TecLet helps us on both fronts by complementing and enhancing our customers' digital journey. We are growing our business both organically and through continued acquisition, the TecLet platform will help support further growth and keep us on the cutting edge of lettings services."

Ends.